



POSITION DESCRIPTION

Chief Operating Officer Portfolio
Student and Scholarly Services

Senior Librarian, Library Services and Spaces (Giblin Eunson and Law Libraries)

POSITION NO	0026267
CLASSIFICATION	UOM 7
SALARY	\$106,432 - \$115,211 per annum
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term (to 28 February 2025)
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Tom Hyde, Manager and Senior Librarian, Library Services and Spaces Tel +61 438 572 719 Email tom.hyde@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Senior Librarian, Library Services and Spaces is one of four corresponding roles, reporting to the Manager, Library Services and Spaces. The role is responsible for ensuring that Scholarly Services is equipped to deliver a superior scholarly and digital experience for staff and students, by ensuring the environments, service experience and informal learning spaces are developed and maintained in alignment with the direction and priorities of the University.

Each Senior Librarian is responsible for the management of the physical spaces, services and day to day operations of one of the four library site clusters, organised as follows:

- Cluster 1 - Baillieu Library, Werribee Library
- Cluster 2 – ERC Library, Burnley Library, Creswick Library, Dookie Library
- Cluster 3 – Law Library, Giblin Eunson Library
- Cluster 4 – ABP Library, Southbank Library

Each Senior Librarian will be responsible for managing a team of Library Services and Spaces staff, including permanent and casual staff, to oversee and support the Library's online and physical environment and service delivery responsibilities.

Senior Librarians also co-ordinate staff training, related information resources and systems and communications relevant to library environments and frontline services.

1. Key Responsibilities

- ▶ Coordinate the delivery of frontline library services within the operational frameworks for agreed service models and channels.
- ▶ Ensure the provision of consistent high-quality service delivery through all channels by implementing regular reviews, client feedback mechanisms, co-creation (HCD) and improvement processes on all frontline services offered.
- ▶ Oversight of the operational management of the library site cluster ensuring a consistent and comparable experience for the student cohort.
- ▶ In conjunction with the Manager, Library Services and Spaces, develop, review and implement relevant service standard protocols, workflows and service improvements

including training programs for frontline service staff to enhance service delivery across service points.

- ▶ Coordinate additional support to undertake components of collection maintenance, and support for Inter-Library Loans and the Readings Online services, and as required to scholarly and digital literacy and research support services
- ▶ Liaise with the Library Site and Facilities Coordinator in relation to managing the physical library spaces as required, including security, access control, building maintenance, cleaning and furniture replacement.
- ▶ Develop, deliver and evaluate informational guides, instructional handouts, self-help guides, publicity and marketing materials and web content for the services offered.
- ▶ Projects and program-wide responsibilities as assigned.

2. Selection Criteria

2.1 ESSENTIAL

The appointee will have:

- ▶ a tertiary qualification in librarianship/information management or equivalent combination of relevant experience and/or education/training and be eligible for an associate membership of the Australian Library and Information Association (ALIA).
- ▶ Highly developed leadership skills, including an ability to effectively lead, professionally develop and motivate teams.
- ▶ Demonstrated experience in planning, analysing and evaluating the delivery of high-quality innovative student services, including experience working with data and metrics for decision-making.
- ▶ Highly developed interpersonal, negotiation and written/oral communication skills, including a demonstrated ability to initiate and establish good working relationships with key stakeholders
- ▶ Demonstrated capacity for self-motivation and initiative in delivery and provision of excellent customer service and passion for improving the student experience

2.2 OTHER JOB RELATED INFORMATION

- ▶ Work outside of standard business hours and travel between sites may be required.
- ▶ Will be required to work on other priorities at the discretion of their line manager.
- ▶ It is also a requirement that the incumbent is contactable on an employer-provided mobile phone for work-related activities in accordance with University policies and procedures during Library opening hours.
- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Moderate / moderate

3.2 PROBLEM SOLVING AND JUDGEMENT

Moderate

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Significant

3.4 OPERATIONAL AND FINANCIAL MANAGEMENT**I) DIRECT REPORTS**

Variable across library clusters (combination of Continuing, Fixed-term and Casual workforce)

II) INDIRECT REPORTS

None

III) DIRECT BUDGET ACCOUNTABILITY

None

3.5 BREADTH OF THE POSITION

University-wide

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised

as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

Senior Librarians will oversee regular SafeWork Inspections and internal or external OHS audits annually.

6. Other Information

6.1 ORGANISATION UNIT

Chief Operating Officer (COO) Portfolio

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

6.2 BUDGET DIVISION

Student and Scholarly Services

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

6.4 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- ▶ We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- ▶ We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- ▶ We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- ▶ We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>